



CONSULTATION BY REPUTATION

## Information for patients

[www.surreygp.com](http://www.surreygp.com)

01483 230481

# Welcome!

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**You're in safe hands. Registered with the Care Quality Commission (CQC), we are a private practice based in central Guildford and founded by Dr Rachel Lewis in 2008. Our priority is to offer a first-class private GP service to every patient.**

We welcome both adults and children at the practice - you'll find us efficient, friendly, approachable and committed to giving you the best care and attention possible.

Our leaflet outlines the services we can offer you - if you have any questions, please visit our website or ask our friendly Receptionists who will be happy to help in any way.

Making things better isn't only restricted to our patients. We're continually reviewing and enhancing our services. Your feedback is very welcome so feel free to speak to our Practice Manager if you have suggestions or comments.

## Appointments

During your appointment, your doctor will listen carefully to your concerns and recommend appropriate action. This might be a referral to a consultant, either privately or through the NHS. Following the consultation, your doctor may prescribe medication which can be supplied to you from our stock or else you may be given a private prescription to take to a pharmacy of your choice. If you need an urgent referral or investigation (such as X-rays/scans), we will do our best to arrange these whilst you wait. We have established relationships with experts locally and further afield who offer specialist care and facilities.

Should you need to complete an insurance claim form, we can help - we might even be able to deal with your insurance company directly so please check with us.

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## We offer:

- GP consultations
- Same day appointments
- Telephone appointments
- Home visits
- Private and NHS referrals
- Blood tests
- Travel vaccinations
- Childhood vaccinations
- Mantoux testing and BCG vaccinations
- Private prescriptions
- Corporate support/visits/assistance
- Medicals
- Flu jabs
- Facial Aesthetics: Botox and dermal fillers
- Ear syringing
- Shingles Vaccination

## Flexible Consultation Times

All consultations are with one of our doctors and are by appointment only. We have appointments available on the day or you can book in advance. We charge per patient seen.

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## Telephone appointments

Telephone appointments can sometimes be more appropriate, especially if you'd like to discuss test results with your doctor. You can book a slot at a time to suit you - just speak to one of our Receptionists.

## Home visits

We understand that coming to the practice may not always be possible. Don't worry - we can arrange for you to be visited at home for consultations, vaccinations and blood tests. Please speak to our helpful Receptionists if you need to book a home visit.

## Blood tests and investigations

If your doctor recommends a blood test during your consultation, we can normally take your blood immediately - there is no need to book another appointment. A full range of additional laboratory tests is also available. Your results can be sent to you by email or over the phone, whichever suits you best.

## Vaccinations

For your peace of mind, we stock a complete range of childhood, adult and travel vaccinations. For last minute travellers, we offer same day appointments and you'll receive a copy of your vaccination record.

All vaccinations are given by our doctor - we have plenty of experience administering children's vaccines and looking after nervous patients!

## Repeat prescriptions

If you are already taking medication on a regular basis, it's not always necessary to see the doctor for a repeat prescription. You will need to request the specific medication by telephone, email or via our website, pay by card over the phone and the prescription will usually be prepared for you the same day. If it's easier for you, we can fax a copy to your local pharmacy.

## Confidentiality

We take confidentiality very seriously. Your information will not be shared with anybody unless you consent. Do let us know if you need a copy of your medical notes - we can provide you with this for a small fee.

## Complaints

Your wellbeing is our utmost priority. We're committed to providing a professional service and acting in your best interests. If you have any concerns about your treatment, please come and speak to the Practice Manager first. If we can't put things right, we have a formal complaints procedure and will be happy to share this with you.

## Missed appointments

We understand that circumstances can change. If you need to cancel or change an appointment please call the surgery at least 48 hours in advance - this way, you'll avoid paying for your missed appointment. Rearranging your appointment at a time to suit you is usually straightforward.

## **Medical Director**

Dr Rachel Lewis

BSc (Hons), MBBS, MRCP, DRCOG, DFSPH, DGM  
GMC 4332312

## **The Team**

Operations Director - Mr Richard Lewis  
Practice Manager - Miss Louise Brierley  
Practice Assistant - Miss Chloe Bonnôt

## **Practice Opening Hours**

Monday - Friday 8.30am - 5.30pm  
Evenings & Weekends by appointment

## **Out of Hours**

Dial 111 outside practice hours for NHS  
advice or 999 for an emergency

**Tel:** 01483 230481 / 0845 4599972

**Email:** [admin@surreygp.com](mailto:admin@surreygp.com) **Fax:** 01483 230478

Parallel House, 32-34 London Road, Guildford, GU1 2AB

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